DMDC

Information and Technology for Better Decision Making

DMDC Profile

Overview

- Mission, foundation and structure
- Customers and business lines
  - Entitlements, benefits & medical readiness
  - Personnel identification & physical access
  - Decision support
- Privacy and Information assurance

DMDC Mission

DMDC is the DoD enterprise human resource information source, providing secure services and solutions to support the Department's mission.

Strategic Goals

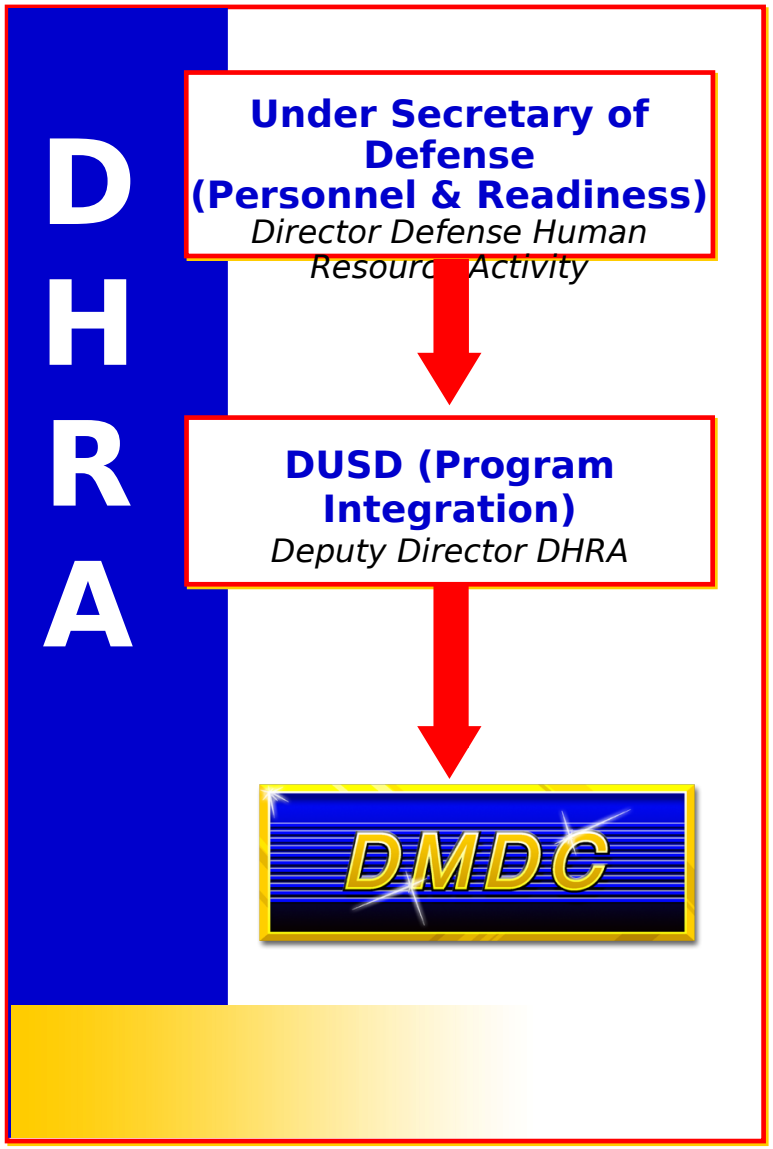
1. Promote DMDC's core values and sustain a highly skilled and motivated workforce
2. Be a leader in joint information sharing and decision support on DoD human resource issues
3. Be the central source to identify, authenticate, authorize and provide information on DoD affiliated personnel
4. Be the one, central access point for information and assistance on DoD entitlements, benefits and medical readiness for uniformed Services' members, veterans & their families
5. Expand Electronic Government, in the broadest sense, across the DoD and its partners

Built on a Solid Foundation

7 Core Values

- **One, customer-focused DMDC**
  - Understand and own the customer's problems; work with them on solutions
- **Agile, quick and responsive**
  - A key differentiator for DMDC
  - Look at things from the customer's viewpoint
  - Meet needs in the quickest, most efficient way
  - Anticipate change and adapt
  - Exceed customer expectations
- **Make things happen**
  - Quickly put the solution in the customer's hands
- **Create solutions, not pilot projec**
  - Products must scale and cover the total force
- **Respect for privacy**
  - Design all systems with privacy and security from the start
- **Superior technical skills**
  - Provide our people the skills they need through training, mentoring and collaborating
- **Practice good government**
  - Share best practices
  - Archive and share lessons learned

DMDC Organizational Structure



A Global organization, accessible 24 hours a day, 7 days a week

Office Locations

- DoD Center Monterey Bay, CA
- Metro Washington, DC
- South Korea
- Europe
- SW Asia

Processing 5 million transactions daily, serving 35 million people

Computing Locations

- DoD Center - Monterey Bay, CA
- Arlington, VA
- Auburn Hills, MI

DMDC Service Oriented Architecture

By leveraging the infrastructure, time to develop and field is extremely short, information is consistent and uniformly available, avoiding the DoD expense of building another stovepipe system

Business Lines

Entitlements, Benefits and Readiness Reporting

Personnel Identification, Validation & Authentication (Logical Access/Force Protection)

Decision Support

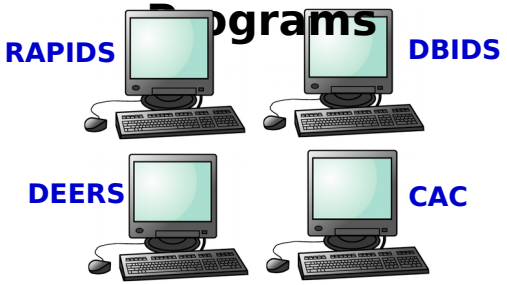
Person Data Repository

PDR
Person Data Repository

Current and Historic Core Elements

Personnel Files
Active Duty, Guard & Reserve, Civilians, Retirees, Contractors, VA, Pay, SSA, Medicare, etc.

Operational Programs



Note: Most think of the PDR as DEERS

DMDC's Business Lines & Customers

Decision Support

- OSD
- Combatant Commands
- Military Services
- Service members
- Other govt. departments & agencies (Transportation, DVA, DHS, Labor, SSA, etc.)
- Congress, OMB, CBO
- Research organizations (RAND, CNA)

20%

Entitlements, Benefits and Readiness Reporting

30%

- Service members & families
- ASD (Health Affairs) & TMA
- Dept. of Veterans Affairs
- Centers for Medicare & Medicai Services

Person Data Repository

Personnel Identification, Validation & Authentication (Logical Access/Force Protection)

50%

- All Uniformed Services
- The DoD enterprise
- Other federal enterprises
- DoD investigative agencies
- Coalition & Industry Partners

***What** are DMDC's products & services, and **who** receives them?*

Entitlements, Benefits and Readiness Reporting

Available to authorized customers 24 hours/day, 7 days/week

- Provide the right benefits to the right people at the right time
- Critical to transforming the Military Healthcare System -- MHS
- The backbone of customer service
- Readiness Reporting

Entitlements, Benefits and Readiness Reporting

Provide the right benefits to the right people at the right time

The PDR provides information on 35M people

- Automates ‘rules-based’ benefit determination – allows quick response to
  short notice changes & ensure equal application of rules
- Provides current information to beneficiaries
- Life insurance and educational benefits, e.g., Montgomery GI Bill, Reserve Educational Assistance Program
- Wounded Warrior - serves as the communications hub for VA, claims, appointments, scheduling, etc.

Entitlements, Benefits and Readiness Reporting

Critical to the transformation of the MHS – ONE TRICARE

- **Over 22 applications and 25 interfaces to hundreds of MHS Systems --** provide seamless, portable benefits to our military, retirees, and their families

- **Enable DoD e-business – DoD Self-Service Login**
  One user-id and password for all DoD self-service e.g., Tricare Contractor portals, myDODbenefits Portal

- **Improves customer care --** reduces fraud and abuse

Entitlements, Benefits and Readiness Reporting

The backbone of customer support

- Reinforce the Department's goal of a lifetime relationship with the entire DoD family*
- Beneficiary Self-Service capacity – web enrollment, address update
- Customer Care Teams for exceptional concerns or issues
- Mobile verification teams visit locations such as the Philippines

- Educate the TRICARE-eligible population, e.g., Medicare & prescription drugs
- Rapidly respond to Congressionally mandated changes
- 60,000 calls per month – 7.1 M letters annually
- Medical benefits upon celebrating significant birthday, 21, 23, 65, 72

*** As of 1 November 2007 - 1.5 M Active Duty, 1.2 M Reserve/Guard, 2 M Retirees, 7.3 M family members**

Entitlements, Benefits and Readiness Reporting

The central repository for readiness reporting

- **Immunizations –** Central repository of immunizations for all Services, shots given/shots due e.g., anthrax
- **DNA –** Index of DNA samples available at Armed Forces Institute of Pathology
- **Panographs –** Index, store and retrieve
- **Geneva Conventions Credential –** DoD ID cards
- **Language Skills –** Reading, writing, and speaking by location and clearance level

Personnel Identification, Validation & Authentication (Logical Access/Force Protection)

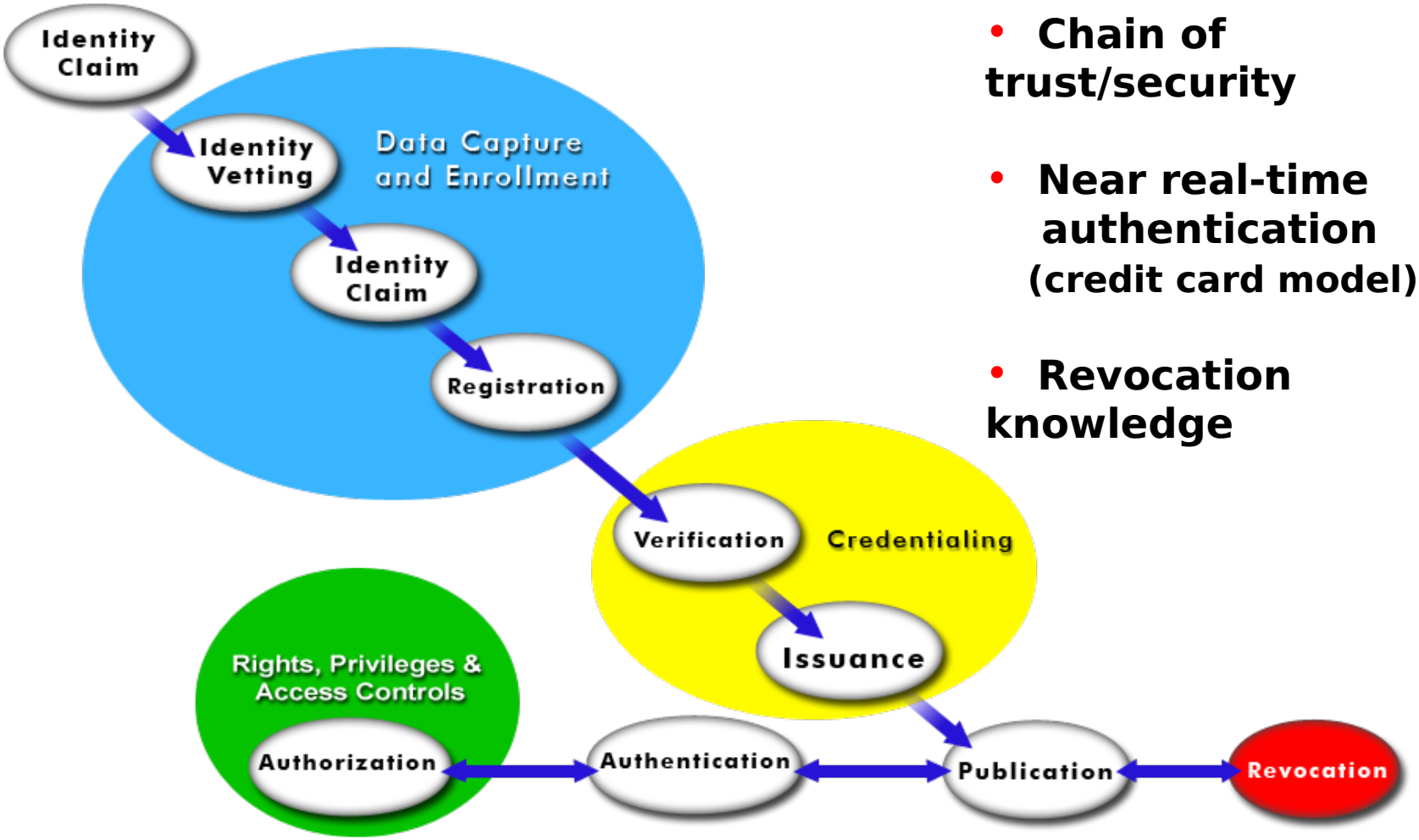
Promoting Presidential initiatives for e-government and homeland security

Ensure only the right people have logical & physical access to DoD

- **The foundation of personnel identity, verification, and protection**
- **Protecting our people, facilities, and computer networks**
- **The flagship for identity management and authentication**

Personnel Identification, Validation & Authentication (Logical Access/Force Protection)

The foundation of personnel identity, verification, and protection



- **Chain of trust/security**
- **Near real-time authentication (credit card model)**
- **Revocation knowledge**

Personnel Identification, Validation & Authentication (Logical Access/Force Protection)

Ensuring only the right people have logical & physical access to DoD

CAC

Logical & Physical Access

Retiree & Family Member ID Card

Physical Access & Benefits

DBIDS Base Cards

Physical Access only

Does not help without rapid electronic authentication

The Proof

- Hundreds of fake and stolen cards recovered
- 46% reduction in network intrusions
- 3M fraudulent accesses denied

Personnel Identification, Validation & Authentication (Logical Access/Force Protection)

Protecting our people, facilities and computer networks

DBIDS – Defense Biometric Identification System

- Uses existing DoD-issued identification credentials

- Is scalable to cover a building, an installation or an entire theater of operations
- 1.4M people registered
- CENTCOM, EUCOM, USFK, USFJ, NORTHCOM/J34, and every military Service selected DBIDS backbone for their force protection systems

DoD National Visitors Center (DNVC)

Authenticates

DoD ID credential holders at DoD bases and facilities for force protection

DoD Cross-Credentialing Identification System (DCCIS)

Authenticates

Federated commercial and government ID credential holders at each other's facilities

Personnel Identification, Validation & Authentication (Logical Access/Force Protection)

The flagship for identity management and authentication

- **Provides authoritative identity information for access decisions –** Defense Knowledge Online, role and attribute based access control, e-Gov
- **Facilitates reliable information sharing –** WHO SHOULD HAVE ACCESS TO WHAT!
- **Is the cornerstone for other business applications -** e.g. e-Purse, t-Purse, purchase card

Decision Support

roviding empirical data for better decision-making

- **Total Force Accounting for informed strategic choices and policy analysis --** supporting the Combatant Commanders, Joint Staff, and OSD
- **Websites for both private and public sector**
- **Transforms data into web-based capabilities**
- **Disaster Support**
- **DoD-wide personnel surveys and large-scale cognitive testing**

Decision Support

Supporting the Combatant commands – in highly distributed global operations…

- **Securely share reliable, accurate personnel information - Integrated information for quick and decisive action**
- **Contingency Tracking System (CTS)**
  - **Tracks the deployment of over 1.5 million members who served in over 2 million deployment events**
- **Personnel locator, fingerprint registry, and retrieval**
- **Unit deployment and availability reporting**
- **Guard & Reserve activation and deployment reporting**

- **Real-time mobilization support for Guard/Reserve and their families**
- **Personnel tempo and sustaining the force initiatives**
- **DoD workforce planning and military casualty information**
- **Force structure analysis**
- **Retention/attrition/accession quality and numbers**
- **Certification of active duty job skills/experience for post service employment**
- **Processing of military funeral honors requests via phone, and the web**

Resolved Data Conflicts!

Decision Support

Serving both DoD and public customers

Procurement

- FY07— collect and report on $295 billion and 1.3 million contract actions
- Web-based publications (Top 100 DoD Contractors; DoD Atlas)
- Ad hoc requests; FOIA requests; Congressional interest items; DoD General Counsel/ethics reviews; BRAC support
- DoD grants collection/reporting -- $4 billion/year

Military Casualties

- Extensive OEF/OIF casualty reporting
- Vietnam Conflict casualty module – add names to the “Wall”
- Maintain Korean War casualty module
- All worldwide “military” deaths since 1980

Workforce

- Official military and civilian strengths by Component
- Reporting worldwide strength by country
- Historical data back to 1789
- Publish a monthly General/Flag Officer Roster

Decision Support

Transforms data into web-based capabilities improving effectiveness and efficiency

Staffing levels & demographics...

- Combatant command personnel tracking systems

Identifies people by name, unit, state, country assigned

Personnel services...

- Immunization Compliance

Validates medical readiness of troops prior to deployment

People finders...

- Automated Linguist Finder

Enables combatant commanders to locate people with the right foreign language skills

Military entitlements...

- Family Subsistence Supplemental Allowance Program

A tool for Service members to determine eligibility for additional allowances

Activity locators...

- RAPIDS Site Locator

Helps Service members to find the nearest identification card issuance office

DoD Information...

- Enterprise Beneficiary Portal

Provides Service members and their designated family members with a view of their medical, dental, and educational benefits and entitlements

Decision Support

Disaster Support give Combatant Commanders visibility as people move through the evacuation pipeline

NTS - Noncombatant Evacuation Operation (NEO) Tracking System/ ETAS - Emergency Tracking Accountability System

Identify and Track

Identifies and tracks evacuees as they move from the evacuation site to U.S. repatriation centers

Gives Combatant Commanders ability to track location of evacuees by generating reports in response to queries

ARRS - Automated Repatriation Reporting System

Reporting

Identify and track the CONUS movements of evacuees from U.S. repatriation centers to their homes of record

Other agencies can access the database to provide aid and support to repatriates

Personnel Accountability

Baseline Verification

Identifies the Service members, retirees, DoD civilians, contractors, and their family members residing within the area of a natural disaster or emergency

Provides daily updates to the Joint Staff of individuals accounted for and their relative status (e.g., safe haven)

Supporting Homeland Defense in disasters, such as Katrina and CA wildfires

Decision Support

DoD-wide personnel surveys to measure policy decisions

One of the World's Largest Personnel Survey Programs

- 8+ surveys per year to over 600,000 people
- Primarily web-based
- Average turnaround time ranges from 4 to 12 weeks

How Does it help?

- Provides empirical data quickly to senior Pentagon leaders for more timely and informed policy decisions
- Highlights hot button items, e.g., recent deployments, retention intentions
- Tracks attitudes and opinions as the Department transitions to NSPS
- Provides Congressional reporting and studies on sexual harassment, discrimination, predatory lending, and DoD Civilians
- Incorporates results into funding formula requests, e.g., amount for military spouses for education and training

www.dmdc.osd.mil\surveys

Decision Support

Large-scale cognitive tests help put the right people in the right jobs

World's First & Largest High Stakes Computerized Adaptive Testing

- Armed Services Vocational Aptitude Battery (ASVAB) - Select and classify applicants
- Computer Adaptive Test (CAT) first used in 1990 - Over 2.5 million applicants tested
- ASVAB Career Exploration Program – leverages ASVAB results for high school, post-secondary students – career planning

Answering the Need for People Proficient in Foreign Languages

- Deliver Web-based Defense Language Proficiency Tests
  - Includes reading and listening proficiency tests in multiple foreign languages
  - Centrally scored and managed by DMDC

…with Tangible Benefits

- Shorter tests with reduced testing time
- Improved test score accuracy, improving quality of workforce
- More efficient test development and delivery and better test security
- Increases human intelligence resource capabilities, improving language and cultural awareness
- Develops a greater understanding of emerging powers and how they approach choices

Privacy and Information Assurance

Securing and protecting personal identity information

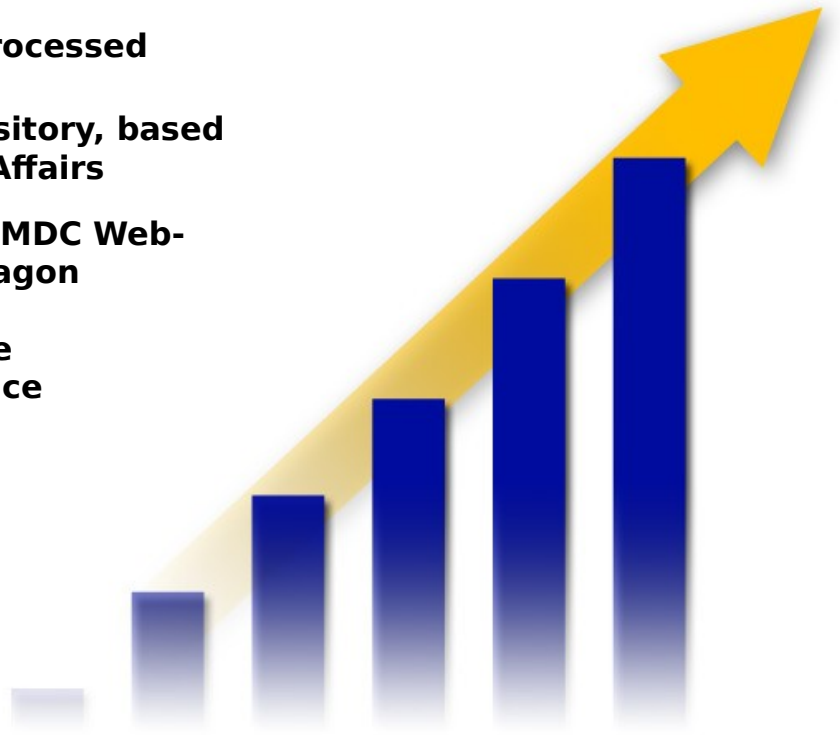
- Passionate about rapid electronic authentication
- Why, Where, How, Who, and What?
- Reduction in use of SSNs -- leveraging backend database

Creating a Culture of Privacy

Business Growth in Past Year

8,690 CACs issued in FY07 that are HSPD-12, Personal Identity Verification (PIV)-compliant

- **421%** — **Potential individual federal block grant fraud cases, based on data sharing with states and HHS**
- **208%** — **Foreign languages covered by Web-based Defense Language Proficiency Test**
- **100%** — **Freedom of Information Act requests processed**
- **25%** — **Personnel records in Person Data Repository, based on data sharing with Dept of Veterans Affairs**
- **21%** — **Military and DoD civilian recipients of DMDC Web-based surveys—empirical data for Pentagon decision-makers**
- **19%** — **RAPIDS site assistance visits to improve security, operations and customer service**
- **10%** — **Erroneous payments to commercial vendors identified, based on data sharing with DFAS**



DMDC by the Numbers

1	Ranked number one by customers among 58 DoD agencies and business lines, in terms of demand for and recognition of the continued need for our products and services
20	Worldwide awards won by DMDC
230	Current and historical databases, Websites, and programs
2,100	Stations at 1,400 worldwide locations where ID cards are issued
500,000	Active/Guard/Reserve Component members, their family members, DoD civilians and Service Academy students surveyed by DMDC over the past year
2.8 million	Common Access (smart) ID Cards issued by DMDC in the last year
3 million	Military applicants who have taken the computer-adaptive version of the Armed Services Vocational Aptitude Battery exam since 1990
5 million	Transactions per day to verify identity, benefits, and entitlements
35 million	Personnel records in DMDC's Person Data Repository